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TDLR Releases 2023-2027 Strategic Plan, Announces Goals and Legislative Priorities for 2023 Legislative Session

AUSTIN – The Texas Department of Licensing and Regulation released its 2023-2027 Strategic Plan and Supplemental Schedule which can be found at <https://www.tdlr.texas.gov/stratplan.htm>.

The TDLR Strategic Plan covers the agency's priorities for the legislative session that begins in January 2023:

- Modernizing TDLR's outdated licensing software systems. TDLR currently relies on nine different software systems to carry out its licensing functions. Most of those systems are based on antiquated technologies that are at or near the end of their utility and do not meet modern standards for functionality or security. TDLR inherited many of these systems when the Legislature transferred regulatory programs from other agencies. These multiple disconnected systems present significant roadblocks to operational efficiency, data security, data quality and TDLR's ability to provide customer service.
- Adding the TDLR Anti-Trafficking Unit (ATU) to TDLR's foundational statute, Chapter 51 of the Occupations Code. The ATU currently is only found in the agency's budget rider. Adding it to TDLR's statute would ensure that its work to help end human trafficking in Texas continues.
- Removing the statutory requirement that forces the Texas Commission of Licensing and Regulation to deny a massage therapy application based solely on a prior charge of prostitution. As with other TDLR programs, applicants would receive a case-by-case review of their criminal history and the Commission would have the flexibility to grant or deny a license.
- Establishing a Mold Assessor and Remediator Advisory Board. Adding an advisory board would help TDLR when the agency needs to update substantive practice requirements for mold assessors and remediators.
- Reinserting some confidentiality provisions for various reporting requirements for Residential Service Contracts. When the Legislature transferred regulation of residential service contracts to TDLR from the Texas Real Estate Commission in 2021, some confidentiality requirements related to personal financial information were inadvertently removed from statute.

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- Authorizing TDLR to require an email address for certain facilities that are subject to an inspection so that the agency can more easily communicate with licensees and eliminate paper-based processes as much as possible.
- Increasing the education and experience requirements for dietitians to match new prerequisites from the national Commission on Dietetic Registration. Texas currently requires applicants obtain a baccalaureate or postbaccalaureate degree and at least 900 hours of experience for licensure, consistent with the prerequisites for the examination set by the Commission on Dietetic Registration. Effective January 1, 2024, the Commission on Dietetic Registration is increasing its prerequisite to require applicants hold at least a master's degree, and it already requires applicants to obtain more than 900 hours of experience.

The plan also includes three agency goals during the next four years:

- Fully implement the recommendations resulting from the Sunset review process and resulting Sunset bill, House Bill 1560 from the 87th Legislature.
- Focus the agency's regulatory and outreach efforts on protecting public health and safety, combating human trafficking and preventing consumer harm.
- Implement modern technology solutions to improve TDLR's mission-critical licensing and regulatory services.

Agency staff dedicated the document to longtime former Executive Director William H. "Bill" Kuntz, who passed away earlier this year.

About TDLR

TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 37 business and occupational licensing programs with almost 1,000,000 licensees across the state.

Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish and Vietnamese.

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